

## TECHNICAL SUPPORT SPECIALIST I

### NATURE OF WORK

This is responsible technical work involving the overall, on-going operation of the computer operating system components.

Work involves responsibility for modifying and maintaining the systems software components of the operating system including advanced communications software, teleprocessing software, and support packages. Work may also include capacity planning, resource measurement and reporting, evaluation of new systems software packages, and problem assistance and resolution for information services personnel. Work is performed under the general supervision of the Technical Support/Operations Coordinator.

### EXAMPLES OF WORK PERFORMED

Assists in modifying and maintaining the system software support of advanced communication networks and teleprocessing software.

Assists in the evaluation of new systems software packages and new hardware.

Prepares utilization and system performance reports and statistics.

Maintains complex systems software utility packages and compilers.

Researches and resolves problems reported by other sections of the Information Services Division.

Assists other information services personnel in methods and use of system software.

Performs related work as required.

### DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of communications software and teleprocessing networks.

Knowledge of systems analysis, programming and related functions and the ability to analyze and resolve problems with same.

Knowledge of systems software installation and maintenance.

Knowledge of capacity and configuration planning and reporting.

Some knowledge of database systems and technology.

Ability to establish and maintain effective working relationships with information services personnel and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by an associates degree from a vocational or community college in computer science, business administration or related field plus experience in systems programming in a large system environment, and considerable knowledge of at least one major operating system subsystem and general understanding or knowledge of other major subsystems.

#### MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by vocational or college level course work in computer science, business administration or related field plus experience in technical support activities in a large system environment, and knowledge of at least one major subsystem and general understanding or knowledge of other major subsystems; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Department Head

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Personnel Director

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